State Training Managers 2010 Training Survey

Analysis:

- Survey period: 12/18/2009 to 01/04/2010
- 37 responded from 36 different agencies
- 93 classes were listed
- All classes had at least 5 affirmative votes for DOP to continue offering
- 70 different classes were considered mandatory by at least one agency
- 32 of those 70 mandatory classes are taught by at least one agency's staff
- Review of comments from respondents suggested only four new course topics. Two we added:
 - Emotional Intelligence
 - Leading the Four Generations

The other two we already have covered in courses we have now:

- Dysfunctional Work Teams
- 1-Day Performance Management training.

Below is the percentage that each group of votes represents:

Count - %

5 – 14%

10 - 27%

15 - 41%

20 - 54%

25 – 68%

30 - 81%

35 – 95% 37 – 100%

Training Survey

Response Count

37

Number Respondent Department of Corrections	3/							
2 Dan Myers OFM 3 Linda Queen 395 4 Greg Baxter WSCJTC 5 Theresa Brauner Home and Community Services 6 Pam Kelly SBCTC 7 Jamie Mullenix Health Care Authority 8 Vicki Frucci WSDOT 9 Stewart R. Souders DNR 10 Shelby Sheldon Washington's Lottery 11 Marie Davis State Auditor's Office 12 RAEANN PONTRELLA ADSA/DSHS 13 Shiela Hyvonen DDD 14 Ken Skillen GA 15 Robin Bennett DCS 16 Tom Peters Eastern State Hospital 17 Dona Fuerst Division of Vocational Rehabilitation (DSHS) 18 Wendy Seely Department of Ecology 19 Cheryl Shaw L&I 20 Tony Brown Department of Frinting 21 Marc Harrison Health 22 Laurie Milligan Department of Frinting and Education Coordinating Board 24 Gayle Robbins Attorney General's Office 25 April Rounds WA Center for Childhood Deafness and Hearing Loss 26 stephen hardy L&I (duplicate) 27 Lois Bergstrom Department of Services for the Blind 30 Joel Shillander WDFW 31 Massey Bentz DOR 32 Kerry Longhorn DOP 33 Dianna Gifford DNR 34 John House Liquor Control Board 35 Lyle Moholt Emp Sec Dept 36 Judy Cash ESD	Number	Respondent	Agency					
3 Linda Queen 395 4 Greg Baxter WSCJTC 5 Theresa Brauner Home and Community Services 6 Pam Kelly SBCTC 7 Jamie Mullenix Health Care Authority 8 Vicki Frucci WSDOT 9 Stewart R. Souders DNR 10 Shelby Sheldon Washington's Lottery 11 Marie Davis State Auditor's Office 12 RAEANN PONTRELLA ADSA/DSHS 13 Shiela Hyvonen DDD 14 Ken Skillen GA 15 Robin Bennett DCS 16 Tom Peters Eastern State Hospital 17 Dona Fuerst Division of Vocational Rehabilitation (DSHS) 18 Wendy Seely Department of Ecology 19 Cheryl Shaw L&I 20 Tony Brown Department of Printing 21 Marc Harrison Health 22 Laurie Milligan Department of Early Learning 23 Karla Thomas Workforce Training and Education Coordinating Board 24 Gayle Robbins Attorney General's Office 25 April Rounds WA Center for Childhood Deafness and Hearing Loss 26 stephen hardy L&I (duplicate) 27 Lois Bergstrom Department of Services for the Blind 30 Joel Shillander WDFW 31 Massey Bentz DOR 32 Kerry Longhorn DOP 33 Dianna Gifford DNR 34 John House Liquor Control Board 35 Lyle Moholt Emp Sec Dept 36 Judy Cash ESD	1	Kevin Bovenkamp	Department of Corrections					
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36 Judy Cash ESD	34	John House	Liquor Control Board					
,	35	Lyle Moholt	Emp Sec Dept					
	36	Judy Cash	ESD					
37 Jim Semmens Gambling Commission	37	Jim Semmens	Gambling Commission					

Category / Course Total Responses

Answer Options	Continue to offer as Open Enrollment or Single- Agency.	Is this course mandatory for your agency?	If mandatory, will your agency instruct this course?	Response Count
WRITTEN COMMUNICATION				
Clear Rule Writing	18	1	0	18
Editing Skills Review	14	0	0	14
Grammar Review - Part 1	17	0	0	17
Grammar Review - Part 2	16	0	0	16
Proofreading Skills Review	17	0	0	17
Punctuation Skills - Part 1	11	0	0	11
Punctuation Skills - Part 2	12	0	0	12
Tech Writing: Editing Techniques	13	1	0	14
Tech Writing: Proofreading Techniques	14	0	0	14
Technical Writing: Tricks of the Trade	10	0	0	10
Writing Documents in Plain Talk	25	8	2	26
Writing for the Web	13	0	0	13
Writing Minutes & Meeting Notes	14	0	0	14
Writing Policies & Procedures	15	1	1	16
Writing Skills	20	1	0	20
INTERPERSONAL COMMUNICATION				
Adult Learning Styles: Its influence on Job Performance	10	1	1	11
Assertive Communication	15	0	0	15
Communication Styles & Skills for Employees	17	0	0	17
Crucial Conversations	24	1	1	25
Interpersonal Communication Skills	21	0	0	21
Interpersonal Conflict Management	23	0	0	23
Serving Difficult Clients	18	2	2	18
CUSTOMER SERVICE				
Customer Service	14	2	1	15
Customer Service: Maintaining a Positive Attitude	15	0	1	16
DIVERSITY TRAINING				
Understanding the Diverse Workforce	14	11	2	17
GOVERNMENT EFFICIENCY				
Collecting Data	11	0	0	11
Lean Methods for Lean Times	12	0	0	12
Using Charts and Graphs to Communicate About Performance	17	1	0	17
Using Data & Statistical Tools to Analyze & Improve Performance	16	1	1	17
HUMAN RESOURCE DEVELOPMENT				
Determining Competencies Through Job Analysis	19	3	1	20
Just Cause Training	20	4	1	22
SHRM Essentials of HR Management	15	1	0	15
SHRM Learning Systems	11	0	0	11
INVESTIGATION				

Investigator Training, Advanced	16	6	0	18
Investigator Training, Advanced Investigator Training Core	20	9	0	23
LEADERSHIP DEVELOPMENT	20	,		23
Budgeting for the Non-Financial Manager	19	0	0	19
Confronting the Tough Stuff: Communicating		-		
Through Change	11	1	0	12
Engaging Talent in Tough Times	8	0	0	8
HELP II: Diversity Management	16	6	0	17
HELP II: Effective Investigations in a Just Cause	22		0	22
World	23	6	0	23
HELP II: Ethical Leadership & Decision Making	16	8	0	17
HELP II: Lawful & Effective Hiring Practices	17	7	1	18
HELP II: Preventing Discrimination, Harassment	20	8	1	21
& Managing Accommodations	20	0		21
HELP II: Workplace Violence Assessment &	16	9	1	18
Prevention				
How NOT to Micromanage	9	1	0	10
Language of Leadership, The	9	1	0	10
Leadership Mastery: Creating Deliberate Success	13	2	0	14
Mastering Change	9	1	0	10
Negotiation	9	1	0	10
Normalizing the New Workplace	6	1	0	7
Performance Coaching: Empowering Others to be Their Best	14	3	1	16
Performance Development Plan (PDP)	16	11	9	22
Problem Solving and Decision Making	9	2	0	10
Reality Check: Is Management for Me	9	1	0	10
Rebuilding Trust and Confidence	6	1	0	7
Understanding Budget Planning & the Budget Process	13	1	0	14
Supervision Essentials I	19	16	5	24
Supervision Essentials II	15	8	3	19
Stabilizing Your New Team	5	1	0	6
MEETINGS & FACILITATION	3	-	, ,	
Effective Meeting Management	13	1	0	14
Facilitator Skills Training - Phase 1	16	0	1	17
PERSONAL DEVELOPMENT			_	
Basic Principles of a Collaborative Workforce	8	1	0	9
Building Confidence, Competence & Credibility	9	1	0	10
Change Management – Finding the "Up" in Upheaval	7	1	0	8
Coaching: Bringing Out the Best in Others	11	1	0	12
Discovering Your Strengths	11	2	0	12
Giving & Receiving Constructive Feedback	12	1	0	13
Handling Emotions Under Pressure	18	1	0	19
Managing Job Stress	11	1	0	12
Managing 100 Stress Managing the Change Effort	5	1	0	6
Managing Transition – Employees		1	0	8
Managing Transition – Employees Managing Transition – Managers	8	1	0	9
Managing Your Priorities	10	1	0	11
	15	1	0	16
Moving From Conflict to Collaboration	9	_	0	10
Personal Stress Management	9	1	_	
Success Habits		0	0	9
Time Management	18	2	0	19

PRESENTATIONS, DESIGN, DELIVERY					
Designing Effective Training Programs	11	1	1	12	
Presentation Skills	17	1	3	20	
Presentation Skills, Advanced	13	1	3	16	
Training Techniques Part 1: Basics	10	1	3	13	
Training Techniques Part 2: Developing Curriculum & Training	11	1	3	14	
Training Techniques Part 3: Polishing Your Presentation Skills	10	1	3	13	
RISK MANAGEMENT					
Defensive Driving	15	13	6	21	
Drug Free Workplace for Sup/Mgrs	10	7	2	14	
Ethics in State Government	17	18	5	25	
First Aid/CPR/AED	17	15	7	24	
Sexual Harassment Awareness and Prevention	17	21	9	27	
Sexual Harassment Awareness and Prevention for Managers	16	19	8	26	
Violence in the Workplace	15	11	4	20	
RECORDS MANAGEMENT, RULES, PRACTICES					
Electronic Record Management	12	2	1	14	
Records & Information Management & Using the Stat Record Center	15	0	0	15	
Public Disclosure & Public Records - A Survival Guide for Managers & Supervisors	15	5	4	18	